

KES@Northgate
Northgate Health Centre
15 Market Street
Oxford OX1 3EF
Tel: 01865 242657

YOUR COLLEGE DOCTOR

Dear Student,

Congratulations on getting your place! We would like to welcome you to Oxford and to your College Doctors.

This practice has a long history of looking after students and acting as public health adviser to the University and its colleges. Remember you don't have to be physically sick to come and see us – we can help with exam stress, general anxiety or low mood, and we offer 'lifestyle advice' on a range of topics including healthy eating, physical activity, travel health, smoking and drinking, contraception and sexual health.

Your time here should be enjoyable and productive – if it isn't, come and see if we can help.

REGISTERING WITH THE NHS

It is a requirement of the NHS and the University that students are registered with a doctor at their University, not at home.

Please register on-line using the following link – www.campusdoctor.co.uk/oxford

There are several benefits to being registered with the college doctor.

- We can act as a gateway to all other sources of help for students.
- We can arrange referral to local hospitals either NHS or privately.
(Waiting times can be lengthy for some consultants).
- We can liaise with college authorities at times of exams, etc. (**but only with your express permission – we would never discuss your medical issues with your parents, anyone in the College, your friends or your family unless you ask us to do so**), (see College website for rules of confidentiality).

If you need to see your home GP during the vacation, please make sure you are seen as a **temporary resident** otherwise you will be removed from the college doctors' patient list and your notes will be sent away.

MEDICATION AND REPEAT PRESCRIPTIONS

If you are taking regular medication we will need to set up repeat prescriptions for you. Please make an appointment to see a GP at the Practice when you arrive in Oxford so that we can organise this.

There are some medicines and treatments that are not available through the NHS and some are not on our own practice formulary i.e. we won't prescribe them. We are happy to prescribe effective alternatives for you.

N.B. A charge is made by the chemist which is currently £9.90 for each prescription item (from April 2024). If you know you are going to require long-term medication, 3 month (£32.05) and 12 month (£114.50) prepayment certificates often work out cheaper.

IMMUNISATIONS

It is particularly important to check whether you have had all your immunisations before you arrive. The Measles, Mumps and Rubella (**MMR**) vaccine and the Meningitis A,C,W & Y (**Men ACWY**) vaccine are strongly recommended as these infections circulate rapidly in the student community. Over recent years we have had several mini-epidemics in Oxford of Measles and Mumps. If you have missed any of these immunisations, we can give them to you but immunity takes time to develop.

HOW TO USE THE SERVICES PROVIDED FOR YOU

College Nurse

The College has a College Nurse based on the premises and has a mix of morning and afternoon sessions during term time. Her service is provided free to you. She offers health advice and support as well as treatment for minor ailments. She will visit you in your College Room if you are ill and you have requested her to do so.

College Doctor

The surgery is open Monday to Friday from 8 am to 6 pm. A limited number of evening and weekend appointments are also available. If you have a medical problem, in the first instance you should contact your College Doctor's Practice for advice from a GP or the Practice Nurse. The telephone number for the practice is **01865 242657**.

If your problem occurs outside surgery hours, and it is a genuine emergency, you should contact the Out of Hours Service. The number to call is **111**.

Dentistry

"Studental" provide dental services to all students. Appointments can be booked on-line at [Damira Dental Studios, Oxford | Damira Dental](#) or by telephoning 01865 689997. Please note that dental care will be charged at NHS rates, and is proportional to treatment received.

Out of Hours Service

This service is for genuine medical emergencies only and should be used on weekdays between the hours of 6.30 pm and 8 am and from Friday night at 6.30 p. until 8 am on Monday morning. This service is also available if the surgery is closed for any other reason i.e. a Bank Holiday. This service should not be used for routine repeat prescriptions. The number to call for this service is **111**.

Accident and Emergency Department (A&E)

DO NOT USE THE ACCIDENT & EMERGENCY DEPARTMENT FOR ROUTINE MEDICAL MATTERS

Wherever practicable, please contact either your College Doctor's Practice or telephone 111 to contact the Out of Hours Service before attending A&E.

You should only attend this Department if there is a dire emergency which cannot wait until the College Nurse or College Doctor are back on duty and cannot be dealt with by the Out of Hours Service. Always phone the College Nurse, College Doctor or Out of Hours **FIRST**.

IF IN DOUBT, ASK AT THE LODGE. THE STAFF ARE HAPPY TO ADVISE YOU.

ADDITIONAL INFORMATION FOR OVERSEAS STUDENTS

We work for the National Health Service (NHS). All students who are studying in the UK full-time for a year or more are deemed 'ordinarily resident' and thus they (and their dependents) are entitled to register with the NHS. This is a government-led service, funded through British taxpayers and the 'immigration health surcharge' that some overseas visitors are required to pay with their visa application. As a patient, you can access the entire NHS through your College Doctor who is a General Practitioner (GP) but you cannot consult a medical specialist without going through your GP first.

Short-term students can also consult their College Doctor free of charge but are not always eligible for full NHS access and if referred for hospital treatment it is possible they will be charged by the hospital. There are exceptions to these rules that ensure certain conditions (mainly infectious diseases and acute psychiatric events) are treated by hospitals without charge. However it is advisable for short-term students to take out separate medical travel insurance or to carry a valid European Health Insurance Card.

You can find out what medical care you can access for free on UKCISA's excellent website: www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare

Mobile Telephone

It is recommended that if you only have an overseas mobile that you purchase a UK SIM card as a lot of services (including invitations for COVID vaccinations) are sent in the first instance by SMS and in addition it makes telephone consultations much easier.

Treatment of Attention Deficit Hyperactivity Disorder (ADHD)

NHS GPs are unable to prescribe drugs for the treatment of ADHD unless the condition meets the strict criteria for the diagnosis in the UK. These criteria differ to those in the USA and some other countries. When you arrive in Oxford you may find you are not entitled to NHS prescriptions and if this is the case you will need to see a private GP or Specialist to get your prescriptions privately. We can help to arrange this for you but you will find that the consultations and prescriptions are expensive. For these reasons, it may be simplest either to bring sufficient supplies with you or to make arrangements for your medication to be sent to you from home.

Your responsibilities as a patient

- It is vitally important for the practice to have an up to date contact telephone number and email address for you. Please make sure the practice has this.
- If you change your address or phone number throughout your time in Oxford please let the practice know.
- Please be prompt for your appointment and please cancel an appointment if it is no longer needed. Cancelling an appointment is not a problem but failing to cancel an appointment prevents someone else from being seen that day.

Please have a look at our website where you will find advice for minor ailments and further information about us







www.kingedwardst.nhs.uk

or email the practice manager Matthew Bramall on

edwardst.manager@nhs.net

Dr Naomi Drury, Dr. MaryKate Kirkaldy, Dr Brian Nicholson, Dr Emily MacKeith. Dr Advait Gummaraju, Dr Rachel Preston
www.kingedwardst.nhs.uk

Do you Need Advice for an Illness or Injury?

	Minor cuts and grazes Colds	Bruises, Minor Sprains	Self care Stock up on medicines
	Minor illnesses Headaches	Bites and stings Stomach upsets	Pharmacy
	Feeling unwell? Anxious?	Unsure? Need help?	NHS 111 You can contact us 24/7
	Long term conditions	Chronic pain Persistent symptoms	GP Advice
	Skin rashes and infections Nose bleeds	Suspected broken limbs Minor scalds and burns	Minor Injuries Unit Urgent Treatment Centre Walk-in and book via 111
	Serious bleeding	Blacking out Choking, Chest pain	A&E or 999 Emergencies only

Getting the right care

The NHS is always here to help you – but people are being asked to use services wisely to make sure you can get the most appropriate support and help us to help you.

We want to make sure you get seen in the right place, at the right time by the right healthcare professional. There are many different services to choose from. This page will help you understand which service is best for your needs and for much more information about keeping well please visit our [StayWell website](#).

NHS App and your NHS account

Download the NHS App, or open the [NHS website](#) in a web browser, to set up and log in to your NHS account. Owned and run by the NHS, your NHS account is a simple and secure way to access a range of NHS services online.

Self care is the best choice to treat very minor illnesses and injuries. A range of common illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest. For information to help you self-care, including healthy lifestyle information, a health A-Z of conditions and treatments, or to find your nearest pharmacy for over the counter medicines. [Self care - Stay Well \(staywell-bob.nhs.uk\)](#)

NHS 111 is available if you need clinical advice **but are not in a life-threatening emergency** contact NHS 111 online [111.nhs.uk](#) or call free. Fully trained advisers are available 24 hours a day, every day. They will ask questions to assess your symptoms and provide healthcare advice or direct you to the right local service, or call an ambulance if necessary.

GP Surgeries are there to support you with a range of new and ongoing health concerns. You will usually have to make an appointment and they are working under enormous pressure at the moment, so you may find that you get the right help sooner by using the options described above. If your GP practice is closed and you cannot wait until they re-open please use NHS 111.

Minor Injuries Unit (MIU) & Urgent Treatment Centre (UTC) should be contacted if you need prompt advice or treatment for minor injuries, a Minor Injuries Unit (MIU) or First Aid Unit (FAU) could help you. You can get treatment at an MIU for deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns or scalds, minor sports injuries.

[Emergency Departments \(A&E\) and 999](#) are for life threatening emergencies. If you come to an emergency department (A&E) for other conditions you may face a very long wait as priority is given to patients with the most urgent clinical need.

[Pharmacies](#) provide advice about minor illnesses and conditions and advice on how to manage your medicines. See the poster below about the new Pharmacy First Service.



Providing NHS services

We can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)





Ask us for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

ABOUT THE NHS APP

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. You can also access [NHS App services from the browser](#) on your desktop or laptop.

The NHS App can be used instead of, or in addition to, Patient Online access. In other words, you can have one or the other, or both, or neither.

The main differences between the NHS App and Patient Online access, is that the NHS App works better on a mobile phone (whereas Patient Online Access was originally designed to be used on a PC or lap-top). Another big advantage of the NHS App is that you can set it up *without* first having to come into the GP surgery with photo ID to prove who you are. The NHS App allows you to use the online NHS login process instead, which many students find easier. (If you would like to register for Patient Online access instead, please contact the surgery when you arrive in Oxford).

You can use the NHS App to:

- **book appointments** – search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments.
- **order repeat prescriptions** – see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to.
- **view your NHS number** – find out what your [NHS number](#) is.
- **get health advice** – search trusted NHS information and advice on hundreds of conditions and treatments. You can also answer questions to get instant advice or medical help near you.
- **view your health record** – securely access your GP health record, to see basic information like your allergies and your current and past medicines.
- **register your organ donation decision** – choose to donate some or all of your organs and check your registered decision.
- **find out how the NHS uses your data** – choose if data from your health records is shared for research and planning.
- **message your GP surgery** or a health professional online.
- **view your detailed medical record**, you can also see information like test results and details of your consultations.

NOTE: The NHS App is not the same things as the COVID App. The NHS App is about giving you access to the NHS through your phone 24 hours a day, whereas the COVID App was part of the government's COVID track and trace system.

Keeping your data secure

After you download the app, you will need to set up an NHS login and prove who you are. The NHS App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

How to get the NHS App



For help with the NHS App visit: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: **nhs.uk/your-nhs-data-matters**

You can choose whether your confidential patient information is used for research and planning.

How your data is used

Your health and care information is used to improve your individual care. It is also used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

What is confidential patient information?

Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address, is not considered confidential patient information and may still be used: for example, to contact you if your GP practice is merging with another.

Who can use your confidential patient information for research and planning?

It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

Making your data opt-out choice

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

Will choosing this opt-out affect your care and treatment?

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

What should you do next?

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

You can change your choice at any time.

To find out more or to make your choice visit nhs.uk/your-nhs-data-matters
or call **0300 303 5678**

August 2024

To all new students

VERY IMPORTANT HEALTH INFORMATION – IMMUNISATIONS

Based on the advice of UK Health Security Agency and the Oxford College Doctors' Association, the University of Oxford's Student Welfare and Support Services **strongly recommends** that you receive the following vaccines **before** you arrive in Oxford, if you have not already received them:

- Meningococcal ACWY (MenACWY) if you are under 25 years of age
- Measles Mumps and Rubella - MMR1 and MMR 2, i.e. the normal two doses

You can contact your General Practice to arrange these vaccinations or to check if you have already been vaccinated if you are unsure. Both immunisations should be readily available outside the UK for international students.

FURTHER INFORMATION: MENINGOCOCCAL DISEASE

Although meningococcal disease is rare, as a new student you may be at higher risk of contracting meningococcal disease and spreading it to others, as you are likely to be mixing closely with lots of new people, some of whom may unknowingly be carrying the meningococcal bacteria. Meningococcal disease can cause meningitis (inflammation of the membrane around the brain) and septicaemia (blood poisoning) which can be life threatening if not treated quickly. Meningitis and septicaemia can develop suddenly. Symptoms include a blotchy rash that doesn't fade when a glass is rolled over it, fever, headache, aching muscles and joints and a stiff neck. The MenW strain can also cause vomiting and diarrhoea in teenagers and young adults. Urgent antibiotic treatment and hospitalisation are critical.

Please note that meningitis is not the same condition as encephalitis, against which students from some countries might have been immunised. If you have been immunised against any form of encephalitis, you will still need the MenACWY vaccine.

Further information on [meningitis](#) and the [MenACWY vaccine](#) is available on the [NHS website](#).

FURTHER INFORMATION: MEASLES, MUMPS AND RUBELLA (MMR)

There has also been a significant increase in measles cases in the UK this year. Measles is an infection that spreads very easily and can cause serious problems in some people. In addition, several outbreaks of mumps have occurred at both universities in Oxford and, year-on-year, the number of cases continues to be significant.

Two doses of the MMR vaccine gives you long-term protection from both measles and mumps, as well as rubella. If you are not certain that you have received the two MMR immunisations, we recommend that you check this with your General Practitioner or your doctor and if you have not received both vaccinations obtain them before arriving at University. There should be at least a month between each dose. If you do not have time to have both doses before arrival in Oxford, this can be arranged when you register with a doctor in Oxford.

Further information on [measles](#), [mumps](#) and [rubella](#), and the [MMR vaccination](#) is available on the [NHS website](#).

FURTHER INFORMATION: HPV VACCINE

The [HPV vaccine](#) helps protect against genital warts and cancers (such as cervical cancer and some cancers of the anus and genital areas) caused by the human papilloma virus (HPV).

If you missed the HPV vaccine at school, you can still ask your General Practitioner for this vaccine up until your 25th birthday (for women born after 1 September 1991 and men born after 1 September 2006).

OTHER HEALTH ADVICE: INFLUENZA AND COVID-19

Some students might be at an increased risk of getting seriously ill from influenza and/or Covid-19. If you think you might be in a high clinical risk group, contact your General Practitioner at the start of term to see if you need to have a [flu vaccine](#) or a [first covid-19 vaccine or booster](#), and read more about the [National Flu Immunisation Programme](#) on the UK Government website.

ONCE IN OXFORD

All students are advised to register with their College Doctor or any other doctor in Oxford immediately upon arrival. On registering with a doctor you will be given an NHS Number if you do not already have one, and will be asked for the dates of your immunisations. You will also have an opportunity to arrange immunisations if you still need to receive them. If you have any further queries, please contact your college or doctor.

More information about college doctors and nurses is available on the [student webpages](#).

The NHS also provide advice on [getting medical care as a student](#).

Further sexual health advice can be found on the [Oxfordshire Sexual Health Service website](#).

Yours faithfully

Katherine Noren and Jane Harris
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